

DELIVERING THE



FACTOR IN CUSTOMER SERVICE



DEVELOPMENT SUPPORT AND ENVIRONMENTAL MANAGEMENT

“I really appreciate your open mind and common sense approach to your job. I can assure you it is appreciated. Keep up the good work.”

- Elliot

VETERAN SERVICES

“Words cannot express my gratitude. I simply can't thank your office enough. I could not have done this without your service. I don't believe in coincidences, and finding your office was not a coincidence.”

- Veteran Services client

OFFICE OF INTERVENTION AND DETENTION ALTERNATIVES

“I wanted to make mention of what an OUTSTANDING employee that you have. Jeanette Gaskins was my Probation Officer until recently. I can honestly say that I have never been more impressed with any employee in my life.”

- Jeannie

ANIMAL CONTROL

“It is rare today, in public service, to encounter public servants whom rise above the expectations of the citizens in regard to professional standards and conduct. Brendon Ocasio has a depth of knowledge and interpersonal skills, as well, evident pride in himself that is reflected in both his demeanor and uniform.”

- J.H.

EMERGENCY MEDICAL SERVICES

“I cannot express enough gratitude for the 911 operator, Kilearn-based fire department and EMTs, when you grumble about taxes, think about a 2-minute response time by...EMTs who ran repetitive EKGs, streaming them to the emergency department so that, when the door opened, the staff at CRMC was ready to go. My taxes helped save my life.”

- Steven

LIBRARY

“Thanks for providing an exemplary service to Leon County. I especially like your Kindle book offerings and find loaning reading material so convenient.”

- Library patron

OFFICE OF SUSTAINABILITY

“I just wanted to thank you for forwarding my e-mail about public composting systems to the County's Sustainability Program. Via that e-mail, we were introduced to and met with Tessa Schreiner, the County's new Recycling and Sustainability Manager. What a wonderful person to meet! And what a coup for the County to attract her as an employee!”

- Jody

ENGINEERING SERVICES

“I can't thank you both enough for your concern, attention and understanding of my issues. I know I'm one of a lot of squeaky wheels, but you constantly give me 100% and I appreciate that. You have made this street such a wonderful street. From where we were 30 years ago, it's just hard to believe!”

- Scott

OPERATIONS

“Having been in Public Works for over 35 years, I wanted to let you know I passed through a work zone on Williams Road this morning and wanted to compliment the flagman. It was obvious that he had received proper flagman training and was utilizing what he had been taught. In my experience this was always an area where employees tend to get lazy. This young man was doing a great job in protecting the site and traffic and I felt compelled to report this good job on his part.”

- Marvin

PARKS AND RECREATION

“Hats off to Miccosukee Greenway maintenance crew for making a sweet ride even sweeter. Thank you.”

- Tallahassee Democrat reader

HOUSING SERVICES

“Thank you for a memorable presentation! Your delivery was engaging, informative, and provided excellent examples to illustrate your key points.”

- Angela

PUBLIC WORKS

“I thought it important that you know what a great job your folks [in Leon County] are doing. I have never once called in to report a problem that I wasn't greeted with courtesy and prompt response and resolution.”

- Leon County citizen

FACILITIES MANAGEMENT

“I know it's hot outside and I noticed you painting that building across the street and making the view from the grocery store look nice with fresh paint. Thank you.”

- Bread and Roses Food Co-op

GEOGRAPHICAL INFORMATION SYSTEMS (GIS)

“I just wanted to tell you what a pleasure it was working with Jason on getting a copy of an easement in my neighborhood. He tracked it down and got back to me ASAP! The service was not even a GIS resource. They could have easily sent me on to another person but instead focused on finding a solution. I know how tough it is working in customer service and just wanted to say thanks again.”

- Tom

FACILITIES & COMMUNITY AND MEDIA RELATIONS

“I took note of the outstanding public service given by Leon County staff during the Veterans Day parade. My family and I were deeply impressed with their unending enthusiasm in trying and achieving the highest level of county service to ordinary residents.”

- Mr. & Ms. Parsons

WE BELIEVE IN

Demonstrating to our citizens that we are on their side, letting them know that they are the reason we exist and what they are getting for their tax dollars;

Producing bigger and better ideas to address the real issues facing our community;

Actively promoting transparency, accessibility, and openness in everything we do;

Engaging citizens in important decisions facing the community;

Tirelessly enhancing our community's livability, sustainability and economic competitiveness; and providing employees a structure which reinforces this as our organizational culture and employs and empowers them to help people.

WHAT WE VALUE

- Service
- Relevance
- Integrity
- Accountability
- Respect
- Collaboration
- Stewardship
- Performance
- Transparency
- Vision